



Community Events Program Agency Contact Guidebook

2008/2009

TABLE OF CONTENTS

VSA arts of Georgia Programs	3
Community Events Contact Information.....	4
Annual Agency Update and Invoice	4
General Rules Regarding Ticket Reservations.....	5
Time of Arrival	5
Making Ticket Reservations.....	6
Getting Your Tickets.....	6
Fax Ticket Request Form	7
Email Ticket Request Format.....	7
Ticket Request Form Glossary	8
Ticket Cancellation Guidelines.....	9
Behavior Expectations	9
Consequences of Inappropriate Behavior	9
Special Event Websites	9
Ongoing Events	9

VSA arts of Georgia Programs

ARTS FOR ALL GALLERY

Arts for All Gallery is the only gallery in the Southeast dedicated to exhibiting works by and/or about people with disabilities. Work styles range from classical to the highly popular “outsider” art. Located in Atlanta’s historic downtown Fairlie-Poplar district, Arts for All Gallery is considered a neighborhood treasure. The gallery is open to the public Monday-Friday from 10 AM – 4 PM, and admission is always free. Arts for All Gallery also participates in the monthly downtown Atlanta arts walk known as and Turner First Thursdays; on the first Thursday of each month (with the exception of January and July) the gallery remains open to the public until 8 PM.

The **Holiday Art Sale** is an annual event held in Arts for All Gallery at VSA arts of Georgia during November and December. The sale showcases original fine art and handcraft items created by local artists available for purchase by shoppers at affordable prices. Prior to the sale, artists are offered resources on marketing, merchandising and self promotion in order to help them make the most of the opportunity provided by this program. During the Holiday Art Sale, Arts for All Gallery is open to the general public during regular business hours and it is available to area businesses and civic organizations for private Holiday Shopping Party events.

COMMUNITY EVENTS

The Community Events Program at VSA arts of Georgia began in 1974 as Hospital Audiences (later known as Special Audiences). At that time the focus of the program was providing arts experiences to long term patients. Today the program facilitates the donation and distribution of more than \$2 million worth of tickets from more than 125 cultural, arts and popular events venues to more than 300 non-profit human service agencies around the state.

The program maintains a printed guidebook of year round, ongoing events. This information is also available in alternative formats. One time and special events are announced on a (voice) hotline that is updated weekly and through a series of e-newsletters, fax blasts and a regular interactive calendar maintained on our website. There is an annual administrative fee for each member agency (structured as a sliding scale) based on the agency’s annual budget. The average annual fee is less than \$100.

ARTS EDUCATION

VSA arts of Georgia offers arts **Residencies** and **Workshops** in school, after-school, and community settings including facilities serving the needs of at-risk youth and residences for elders. These residencies are designed to meet the unique needs of the educators and participants in each location. Many of our teaching artists have disabilities and this work provides them with opportunities for ongoing professional development as well as earned income. In order to increase our effectiveness and outreach in this area, we actively partner with other arts and community agencies.

The **Institute** provides ongoing professional development for teaching artists, administrators and partner organizations in Georgia. The Institute includes curriculae that serves the needs of arts educators at all levels, including teaching artists, docents and others. It is developed in consultation with nationally recognized experts in arts and education, and a team of local professional teaching artists. Sessions include hands on art making, lecture/discussions regarding Best Practices in the field, as well as sample lesson plans and forums designed to tackle relevant challenges in the profession. Institute sessions may take place at our venue or at other community locations in response to specific inquiries.

Our Arts Education program provides opportunities for local citizens to participate in programming designed by the VSA *arts* Home Office in Washington, DC. These programs include annual competitions for young artists with disabilities, including musicians (International Young Soloists Competition) and playwrights (Playwrights Discovery), as well visual artists. Please visit our website, www.VSAartsGA.org, for information concerning announcements and calls for submissions.

TECHNICAL SERVICES

The **StageHands** program is designed to offer venue partners “one stop” access to the highest quality American Sign Language interpreters available in Georgia, at an affordable price. This ensures that patrons and potential patrons who are culturally deaf have access to quality sign language interpretation services for arts and cultural events.

VSA arts of Georgia

Community Events Program Agency Guidebook - Updated September 2008

Community Events Contact Information

Community Events Hotline	404-221-1270, press 2
VSA arts of Georgia Website	www.vsaartsga.org
Community Events ► Ongoing Event Venues	
Community Events ► Special Events ► Calendar of Events	
Ticket Request Fax Number	404-221-1984
Ticket Request Email Address	tickets@vsaartsga.org
To follow up on a ticket request, confirm receipt of a request, etc:	
Lea Benson, Administrative Assistant	404-221-1270 <u>ext 201</u>
Lea.Benson@VSAartsGA.org	

For invoices, incidents, complaints, customer service, ticket donations:
Aimee Schneider, Manager of Community Events 404-221-1270 ext. 206
Aimee.Schneider@VSAartsGA.org

Annual Agency Update and Invoice

All agencies must pay an annual administrative fee in order to participate in the Community Events program. Beginning in March, an invoice is posted on the website for all agencies to download and process. The invoice is for services beginning July 1st through June 30th of the following year.

To download the Agency Update and Invoice, visit our website: **www.vsaartsga.org** , then click on the **Community Events**, then click on **Agency Forms**. Using the user name and password given to the Agency Contact Person, login and click on Agency Update and Invoice.

Invoices will **NOT** be mailed to any participating agency.

The Agency Update and Invoice must both be submitted with the payment. If the payment is received without the Agency Update, the payment will not be processed until the Agency Update is received.

The Agency Fee is based on a sliding scale according to the agency's overall budget. If the agency's budget is reduced more than 25% from one fiscal year to the next, the agency must submit a copy of the agency's current budget to verify the reduction.

Under limited circumstances, the Agency Fee may be refunded less a \$50 processing fee. All refunds must be approved by the VSA arts of Georgia Executive Director. All refunds are paid by check and take between 4-6 weeks to process.

Community Events Program

Tickets are only for agency clients. Staff may only use tickets when accompanying clients. The Community Events program at VSA arts of Georgia handles two distinct ticketing programs.

- **Feel free to share this information with your staff and clients as needed to make the process easier for everyone involved. However, please let them know all ticket requests MUST come through the Agency Contact Person ONLY.**

Ongoing Events

This information is also available on our website at www.vsaartsga.org

- Museums and exhibits are available throughout the year in many different fields including visual art, history, nature, science and government.
- Specific guidelines are contained in this booklet – please read all guidelines carefully and thoroughly before sending any request. This list contains information on all available sites, including restrictions on dates and times of availability. Check this information carefully.
- **Requests must be made Two weeks in advance and must include a specific arrival time** for all Ongoing Events.
- To determine the availability of Ongoing events, please consult the website at www.vsaartsga.org > Community Events> Ongoing Events. Incorrectly submitted requests WILL NOT be filled.

Special Events

Special Events are events that are offered for a limited period of time. Examples of these are theatre productions, music events, dance productions, sports events and festivals. Special events come up on very short notice and are usually limited.

Special Events are listed on our ticket hotline at 404-221-1270, press “2” when the message starts, or all the same info is on our website at www.vsaartsga.org. Click on Community Events> Special Events> Calendar of Events. The hotline is updated weekly. Every attempt is made to update the website daily.

- **If a performance is not listed, VSA arts of Georgia does NOT have tickets for that performance. Do not call the office for this information. Use the ticket hotline or the online calendar.**
- If you have a CONFIRMED reservation for an event, but no longer hear it on the hotline or see it on the online calendar, don't panic. This just means that we have no additional tickets.
- If you would like to receive the Weekly Newsletter via **email or fax**, please contact Aimee Schneider at 404-221-1270 ext 206 or send a request to Aimee.Schneider@vsaartsga.org.

General Rules Regarding Ticket Reservations

- **Only the Contact Person may reserve tickets.** *There is only one Contact Person per agency.* **No exceptions.** Changes in the listed Contact Person must be submitted in writing to the Manager of Community Events and the new Contact Person must attend Agency Orientation BEFORE submitting ANY ticket request.
- Ongoing Events REQUIRE two weeks notice.
- Cancellations **must** be made **at least 24 hours in advance of the scheduled and confirmed event!**
- **Tickets are to be used by staff only when accompanying consumers. Tickets are not intended or available for personal use by staff.**
- Minimum **chaperone requirements** for all events is 1 adult per 4 Children (0-10 yrs old) or 1 adult per 9 youth (11-18 yrs old).
- Agencies requesting tickets on behalf of individuals attending events are limited to 4 tickets per individual, per event.
- **NEVER** contact the Venue unless it is to call for directions. Doing so will result in a 3 month suspension of services.

Time of Arrival

You **MUST** list an arrival time on every ticket request. Requests without an arrival time listed **CANNOT** be processed.

- **Arrival times for Ongoing Events is always at least 15 minutes** before your reservation time.

Arrival times for Special Events is between 30 and 45 minutes prior to the start of the show **and is always stated on the hotline or listed on the website. The venues require that our patrons be seated before regularly ticketed patrons arrive.** Your group will be counted as a no-show if you have not arrived by 5 minutes before the show and you **WILL NOT be admitted. Tickets not picked up 5 minutes prior to curtain time will be released for sale to the public.**

Making Ticket Reservations

1. Ticket requests are made by EMAIL. (FAX is available under certain circumstances- See page 9). EMAIL ticket requests, in the approved format, to tickets@vsaartsga.org.
2. Ticket requests for ONGOING events will be accepted with a properly filled out request for with a **minimum of two weeks** and a **maximum of 90 days** notice.
3. Fill out the ticket request form completely, INCLUDING arrival time.
4. If a reservation is incomplete or incorrectly filled out, it will be returned to you for completion or correction. It WILL NOT be processed. The two-weeks prior notice will begin once you have submitted a complete and correct ticket request.
5. Once we have confirmed your request with the ticket donor(s), we will notify you.
6. We respond to all requests. If you have not received a response, it is due to a technical difficulty. It is the Contact Person's job to follow up on requests. (We strive to respond to Ongoing Event requests within 3-5 business days and to Special Events within 24-48 hours (business days).
7. Please respect the ticket limits stated for any given event. Do not request more than the limit. The most up to date information about limits may be found on our website (www.vsaartsga.org). These limits are set by the venues and designed to that you and your clients have a quality experience and to ensure wider distribution of donated tickets. If you need more than the limit allows, please contact us. If tickets remain available on the afternoon prior to the event, we will notify you. .
8. When making a change to a previously submitted, unconfirmed request, make changes using the original request form. Simply write over or cross out the information that you would like to change. The two-week notice rule applies whenever there is a change to an unconfirmed request.
9. Changing the date for a CONFIRMED request is considered rescheduling. Follow these steps.
 - Properly CANCEL the original request.
 - Submit a NEW REQUEST with the new date. All rules apply including notice times.
10. When changing the number of tickets or the time for a confirmed request, reply from your confirmed request and indicate the requested change.

Getting Your Tickets

For all **Ongoing Events**, tickets are distributed at the venue box office. The person picking up the tickets must arrive at the scheduled time and identify themselves using VSA arts of Georgia **and** the name of your agency. Suggested wording is "I have a VSA arts of Georgia reservation for (name of agency)".

For Special Events make sure to plan ahead for bad traffic, difficulty parking and bad weather. Performances still go on when it is cold, hot or raining. You will be considered a no-show and put on probation, if you do not call and cancel. Tickets are subject to being sold to other guests if they are not picked up 5 minutes prior to the prior start time. Here is a list of possible options. Pick up instructions will be indicated on your confirmed ticket request and depend on the specific event; **please read it thoroughly and carefully.**

Tickets at the box office under VSA arts of Georgia & your agency name

This label indicates that you need to pick up your tickets from the box office at the venue, on the day and time requested, under the name of VSA arts of Georgia and the name of your agency.

Pick up tickets from the VSA arts of Georgia volunteer at the venue

This label indicates that you need to pick up tickets from the VSA arts of Georgia volunteer at the venue. Volunteers will be wearing a white and red button with "VSA arts of Georgia" printed on it. Tickets may be picked up for a group only for those actually present and ready to enter the theatre. **No tickets will be given for people who are on their way, parking, stuck in traffic, or who might come later.** Tickets are subject to resale if they are not picked up 5 minutes prior to the start time.

Please pick up tickets at **VSA arts of GA office** in the Healey Bldg at 57 Forsyth St. between 10:00 am & 2:00 pm. For directions: 404-221-1270, press 5 or www.vsaartsga.org

This label indicates that tickets need to be picked up at the VSA arts of Georgia offices. This is unusual and is often the case for sporting events and discount vouchers. If tickets have not been picked up from the VSA arts of Georgia office by noon on the day of the event, they will be redistributed and your organization will be placed on probation. In certain limited situations such as disability or distance, and at the discretion of the VSA arts of Georgia staff, arrangements can be made for tickets to be mailed. Please contact staff.

VSA arts of Georgia

Community Events Program Agency Guidebook - Updated September 2008

Ticket Request Form Glossary

ONE EVENT PER REQUEST: Each event is handled separately.

Agency Contact Person

This is the person that is designated Contact Person for the agency.

Telephone

Preferably the Contact Person's direct line.

Agency Name

This is the name of your agency (and may be different from the business name on your letterhead).

Agency PROGRAM/ LOCATION attending Event

If your agency has several programs or locations, please indicate which one is attending the event.

Staff Member/Client Attending Event Tel

Indicate the name of the person who will be attending the event. We also need their direct phone number.

Transportation

Indicate how you will get to the event (example: bus, passenger van). Venues require this information for security and/or for making parking arrangements.

Event Requested - Where you would like to go?

Example:

Hawks vs. Wizards

Zoo Atlanta

1st Choice This is where you indicate your first choice for the day, date and time you would like to go to the event. You must indicate a day, date and time that is ACTUALLY available.

For Special Events the available dates and times are listed on the Hotline or Website.

For Ongoing Events the available days and times are listed on our Website.

You MUST list an arrival time on every ticket request. Requests without an arrival time listed CANNOT be processed.

- **Arrival times for Ongoing Events is always at least 15 minutes** before your reservation time.

Arrival times for Special Events is between 30 and 45 minutes prior to the start of the show **and is always stated on the hotline or listed on the website.**

2nd choice

If more than one TIME or DAY is available for Special Events, another time may be specified.

For most Ongoing Events, another DATE should be specified. Listing a 2nd choice date increases your chances of getting what you want.

Number of tickets

of children under the age of 18 _____ # adults _____ TOTAL # _____

Adults includes staff members. Reminder: A general rule to use when scheduling **chaperones** for all events is 1 adult per 4 children (0-10 yrs old) or 1 adult per 8 youth (11-18 yrs old).

Age Range

Some venues and performances are age specific. This information allows us to be sure your group falls within these specifics. It is required information.

Special Needs: This section is for indicating any needs that your group may have. For example this is where you indicate the need for accessible (wheelchair) seating, including companions. Others with mobility impairments that may also need alternative seating and/or assistance. People with limited mobility or who are blind may request aisle seats. People with limited sight may request close seating. IF these accommodations are AVAILABLE, we will make arrangements for them. **VENUES are not responsible for providing any assistance** to your constituents beyond seating. All arrangements for Special Needs must be made on the original request form and in advance of the event.

VSA arts of Georgia

Community Events Program Agency Guidebook - Updated September 2008

Ticket Cancellation Guidelines

FAILURE TO CANCEL your reservations when you are not going to use them may result in the total loss of the tickets to everyone using the Community Events program at VSA arts of Georgia.

Please read over these guidelines carefully and **make sure that all of the people on your staff involved in the Community Events program is aware** that events must be cancelled **in advance**. If you have any questions please call the Community Events office.

- Cancellations must be made before the event.
- IF the event occurs on a weekend or holiday please email or call the VSA arts of Georgia office and leave a message to cancel your reservation BEFORE the event.
- **The cancellation may be emailed to tickets@vsaartsga.org. IF your original request was done via FAX, you may write “PLEASE CANCEL” on your event confirmation and fax it to our office at 404-221-1984 BEFORE the event.**
- **If you wish to reschedule for the event, Please submit a NEW request.**

Failure to cancel according to the above guidelines is considered a “no show.”

Behavior Expectations

- ◆ **Arrive on time.**
- ◆ Keep all children (and adults!) under the control of your staff at all times. Venue staff is not responsible for your clients.
- ◆ TURN OFF CELL PHONES
- ◆ Keep hands to yourself.
- ◆ Walk – do not run.
- ◆ Show respect for others and for yourself.
- ◆ Stay in assigned seats – do not change seats.
- ◆ Keep everything quiet: mouth, feet, papers.
- ◆ Do not take food into venues.
- ◆ Show respect for performers – applaud when appropriate. Agency staff should set a good example for everyone.

Consequences of Inappropriate Behavior

Violations that result in a 2 week suspension of ticket services:

- One “no show” - any event not cancelled 24-hours IN ADVANCE.
- Using 50% or fewer of reserved tickets (i.e. reserved 10 tickets and used 5 or fewer).
- **Inappropriate behavior by clients or staff at an event, including but not limited to, late arrival, changing seats or being disrespectful to venue staff.**
- Submitting several requests for venues/events that are not on the hotline/website or a pattern of submitting incomplete or incorrect ticket requests.

Violations that result in 1 month suspension of ticket services:

- Two “no shows” within a month’s time or a pattern of “no-shows”
- Two instances within a month’s time when fewer than 50% of the reserved tickets are used. (i.e. reserved 10 tickets and used 5 or fewer).
- **Agency Staff members using tickets when not accompanied by clients.**
- **Ticket use by any person not served by or employed by your agency.** (Clients may be accompanied by one companion/helper.)

Automatic probation for three months:

- Contacting a venue that works with the VSA arts of Georgia Community Events program directly to request free tickets or to reschedule tickets.

Immediate termination of VSA arts of Georgia services for one year:

- The sale of a VSA arts of Georgia tickets by anyone associated with a VSA arts of GA -registered agency to anyone. Your agency fee will not be reimbursed.

Special Event Websites

This information is provided for your use to obtain DIRECTIONS or General INFORMATION-ONLY

Links are also on our website.

<u>VENUE</u>	<u>WEBSITE</u>
7 Stages Theatre, Little 5 Points	www.sevenstages.org
14 th Street Playhouse, Midtown	www.woodruff-arts.org/woodruff1/14thb.asp
Actor's Express, near Georgia Tech	www.actors-express.com
Agnes Scott College, Decatur	www.agnesscott.edu
Alliance Theatre, Midtown	www.alliancetheatre.org
ART Station Theatre, Stone Mountain	www.artstation.org
Atlanta Civic Center (Boisfeuillet Jones)	www.atlantaciviccenter.org
Atlanta Shakespeare Tavern, Midtown	www.shakespearetavern.com
Atlanta Symphony Orchestra, Midtown	www.atlantasymphony.org
Aurora Theatre, Duluth	www.auroratheatre.com
Center for Puppetry Arts, Midtown	www.puppet.org
Center Stage North Theatre, Marietta	www.centerstagenorth.org
Dad's Garage, Little 5 Points	www.dadsgarage.org
Cobb Civic Ctr/Anderson Theatre, Marietta	www.cobbcounty.org/news/prca_cc_events.htm
DeKalb Symphony Orchestra	www.dekalbsymphony.org
Dozier Centre for the Arts, Kennesaw	www.doziercentre.com/
Ferst Center for the Arts, GA Tech	www.ferstcenter.gatech.edu
Fox Theatre, Midtown	www.foxtheatre.org
Georgia Ensemble Theatre, Roswell	www.get.org
GA Perimeter College, Clarkston	http://www.gpc.edu/~clafa/
GA Renaissance Festival, Fairburn	www.garenfest.com
Georgia Shakespeare, Oglethorpe	www.gashakespeare.org
Gwinnett Ctr for Performing Arts, Duluth	www.gwinnettcenter.com/
Horizon Theatre, Little 5 Points	www.horizontheatre.com
Kudzu Playhouse, Roswell	www.kudzuplayhouse.com
Jewish Theatre of the South, Dunwoody	www.marcusjcc.acrisoft.com
Atlanta Lyric Theatre	www.atlantalyrictheatre.com
North DeKalb Cultural Center, Dunwoody	www.stagedoorplayers.net
Oglethorpe University /Contant Theatre	www.oglethorpe.edu/arts/theatre/conant_center.asp
PushPush Theater, Decatur	www.pushpushtheater.com
Rialto Center for Performing Arts, Dwnntwn	www.rialtocenter.org
Roswell Cultural Center, Roswell	www.ci.roswell.ga.us/Departments.asp?Page=43
Schwartz Center, Emory University	www.schwartzcenter.emory.edu
Stage Door Players, Dunwoody	www.stagedoorplayers.net
Spivey Hall, Clayton College, Morrow	www.spiveyhall.org
Theatre in the Square, Marietta	www.theatreinthesquare.com
Theatre on Main, Acworth	www.cobbplayhouse.com
Theatre Decatur	www.theatredecatur.com

Ongoing Venue Information

You must visit our website to view a list of current Ongoing Event Venue information. Since this information changes frequently, this information is only available online. Refer to page 3, under Contact Information, for directions to our website.